

Assistant General Manager

Nov 2019 to present

Moctezuma's Restaurant and Tequila Bar, Tukwila, WA

- Daily and weekly financial management of award-winning restaurant with multi-million dollar annual revenue, including accounts payable/receivable, payroll, chargebacks, inventory, cost & labor controls
- Daily management of staff of 60+ employees, including hiring, scheduling, training, disciplinary/performance improvement procedures
- Front-of-house, customer service management and supervision of service delivery by staff
- Maintenance and promotion of both customer service best practices and documented brand standards
- Technical point-of-sale (Aloha) support, online, and social media management

Assistant General Manager

Mar 2017 to Oct 2019

Sunset Alehouse, Issaquah, WA & JaK's Alehouse, Seattle, WA

- Manage full-service alehouse/steakhouse with 20 beer taps, craft cocktails, wine program
- Cultivate a "guest-first" culture in both front and back of house to ensure top service delivery
- Manage floor during service hours
- Manage day-to-day operations of the restaurant to meet corporate standards and objectives, including: accounts payable/receivable, payroll, inventory, ordering, pricing
- Supervise front house staff, including scheduling, hiring, firing, training, discipline and incentives
- Manage beverage program from menu development to mixology to pricing to delivery. Create seasonal bar menus that complement the Alehouse's cuisine, cater to guest tastes and preferences, and showcase PNW brewers, winemakers, and distillers
- Implement and maintain technology for the restaurant, including WiFi, software, website, email
- Maintain compliance with health code, liquor & cannabis board, and other statutory requirements
- Maintain POS system (Dinerware) including menu setup, sales reporting, employee records
- Promotional outreach in-store and online for events, rotating specials, and community outreach

Writing Specialist & Online Education Developer

Jul 2014 – Nov 2016

Northeastern University College of Professional Studies

- Provide weekly online writing instruction for undergraduate English & graduate Organizational Communication courses
- Provide instructional design, course development, online education technology management including Blackboard, Moodle, Google apps, Camtasia
- Create instructional aids/resources to help English Language Learners and native speakers to perform and develop their college-level writing skills
- Produce instructional videos, training materials for both students and professional writing specialists
- Perform data collection and analysis for student outcome tracking

Writing & Learning Technology Specialist

Sept 2013 - Dec 2016

Massachusetts College of Art & Design

Dual role in the Academic Resource Center delivering academic support services to undergraduate and graduate students, and management of education technology initiatives, including:

Setup and administer online appointment scheduling software for students

- Setup and administer public use computers (Windows) for the Center
- Maintain electronic resource library, internal team Wiki, social media presence, and department website
- Collect and analyze attendance data, transcript data and direct feedback for student outcome tracking
- Design automated procedure to collect/maintain confidential data regarding disability accommodations
- Train office personnel on use of learning technologies
- Provide individual & group tutoring for native English speakers, English Language Learners (ELL/ESL), plus students with cognitive, learning, and psychological disabilities
- Develop & deliver writing & academic skill development workshops
- Promote academic support services among faculty & students to increase utilization
- Develop and maintain online writing & ESL resource library
- Conduct faculty development workshops on writing instruction techniques

Web Program Manager, Collins Center for Public Mgmt.

Jun 2013 - Apr 2015

University of Massachusetts Boston

- Create and maintain web portal for the Massachusetts Education Partnership to provide resources for various users, including regulatory agents, educators and para-educators, union organizers, and municipal personnel, using WordPress with customized HTML5, PHP, MySQL, JavaScript and CSS
- Create and maintain a web portal for the Government Analytics Program (formerly Municipal Performance Management Program) using WordPress with customized HTML5, PHP, MySQL, JavaScript and CSS

Writing Program Manager, College of Nursing & Health Sciences

Jun 2011 - May 2013

University of Massachusetts Boston

Partnered with faculty & administration in online & traditional, graduate & undergraduate programs to:

- Document learning objectives, assignment sequences, throughout curriculum
- Design end-to-end writing program from freshman to doctoral levels in Nursing & Exercise Health Science
- Perform writing assessment and provide writing support for students & faculty
- Assist faculty with writing assessments, syllabi & assignment
- Develop & teach selected critical reading/writing course content
- Coordinate with other University departments, including ESL, General Education, Academic Support, Undergraduate Studies & English depts.

Master Tutor/Academic Coach; Graduate Instructor

Sept 2007 - May 2011

University of Massachusetts Boston

Teaching and tutoring within dual concentrations of rhetoric/composition and creative writing, including:

- Administer, develop, evaluate, tutor & counsel students for Writing Proficiency Exams
- Instructor: CRW283 - Proficiency in Analytical Writing (in-person/online)
- Teaching Apprentice: ENGL463 - Literature & Landscape
- Tutor: Reading, Writing, Study Strategies Center (RWSSC) & Freshman English
- Guest Lecturer: ENGL 102 - Freshman Composition 2; NURSNG 212 - Health Promotion & Teaching
- Managing Editor: The Watermark, arts & literary journal; Poetry Editor: Breakwater Review; Arts Editor: The Mass Media, on-campus newspaper; Editorial Intern: Hanging Loose Press

Course Developer/Technical Trainer

Nov 2003 - Dec 2005

MRO Software, Inc. (now IBM)

- Develop & deliver online/classroom training to adult learners for enterprise resource planning/asset management, IT service management, and supply chain management for software suite
- Co-create, edit, document & publish curriculum initiatives & materials for training department
- Manage editorial, quality control, production/vendors & global distribution of training materials

Agency Principal, Director of Business Development

Jan 2000 - Feb 2004

Floor 9 Interactive, Inc.

As managing partner of online development/technology startup, held primary responsibility to:

- Develop/implement agency business strategy
- Manage production, sales & creative teams, vendors
- Provide market research, search engine optimization, campaign management, strategic marketing, application development, information architecture, UI/UX design, project management, and content development for corporate clients including AT&T, Intel, Christian Science Monitor

Technical Project Manager; Online Product Manager

Sept 1996 - Dec 2000

Student Advantage, Inc.

- Primary liaison between developers, editors, designers, business leaders & customers for public company offering discounts, online community services, card-based payment & promotions to college students
- Manage editorial content & online product development
- Assess constituent needs to define, plan, initiate, execute, monitor & control web development projects
- Provide product development, user research, user interface design, database development & data normalization on Oracle/SQLServer

Education

Master of Fine Arts, University of Massachusetts Boston	2017
Bachelor of Arts in English/Creative Writing, University of Massachusetts Boston	2010
School of the Museum of Fine Arts, Continuing Ed. Fine/Studio Arts	2001 - 2004
Boston University, Mass Communication/Advertising	1995 - 1998

Certifications

ITIL IT Service Management (2004); Teaching English as Foreign Language (TEFL) Certified (2015); TIPS On Premise (2006), Washington Foodworker and MAST certified (2016)